Maximizing your program’s results by using Continuous Quality Improvement (CQI)

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Healthy Teen Network
Objectives

- Define and describe the benefits of using CQI in monitoring program implementation,
- Identify the processes that need to be used to conduct CQI, and
- List at least 3 ways to conduct CQI for program monitoring.
Interactive features of this webinar:

- Polls
- Q&A feature
- Feedback
- Question / comment time
About Healthy Teen Network

- Training and technical assistance
- Resources and publications
- Networking opportunities
SAVE THE DATE FOR
HEALTHY TEEN NETWORK’S 2014 CONFERENCE!

SYNERGY:
ACHIEVING MORE TOGETHER

OCTOBER 21-24, 2014
AUSTIN, TX

Healthy Teen Network
POLL:

Are you familiar with CQI?
What is CQI?
What is CQI?

• One of many models of quality improvement

• Others include:
  • FADE model
    • Focus, Analyze, Develop, Execute, Evaluate
  • PDSA model
    ▪ Plan, Do, Study, Act
Key Elements of CQI

• Results orientation
• Input from all levels of staff and stakeholders
• Teamwork
• Continuous review of progress
• Timely changes to avoid crisis
CQI: The process

What did we do?

Did it work?

Let’s try!

What should we change?
Two types of CQI

<table>
<thead>
<tr>
<th>MID COURSE</th>
<th>STRATEGIC</th>
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<tr>
<td>• While program is running</td>
<td>• After program has finished</td>
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<tr>
<td>• Conducted frequently</td>
<td>• Less frequently conducted</td>
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<tr>
<td>• Provides data for mid-course improvements</td>
<td>• Provides data for making changes to next program cycle</td>
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<td>• Involves target population and program staff</td>
<td>• Involves many more people plus organization leaders</td>
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Mid-course CQI results

Mid-course CQI results

Mid-course CQI results

Strategic CQI
<table>
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<tr>
<th>MANAGERS</th>
<th>STAFF</th>
<th>TARGET POPULATION</th>
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<tr>
<td>• Monitoring</td>
<td>• Skills</td>
<td>• Meets needs</td>
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<tr>
<td>• Staff satisfaction</td>
<td>• Efficiency</td>
<td>• Sustainable program</td>
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<tr>
<td>• Staff skills</td>
<td>• Address needs</td>
<td>• Address barriers</td>
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CQI benefits for PROGRAM MANAGERS

- Make use of opportunities for improvement as they arise
- Monitor program more systematically
- Gather information for success stories or for explaining unexpected findings
- Demonstrate use of feedback – builds trust and relationships
- Determine staff professional development needs
CQI benefits for PROGRAM STAFF

- Opportunity to contribute to program improvement efforts
- See purpose for collecting data
- Build skills in observation / collecting information
- Spend less time “putting out fires”
- Justify need for additional resources / professional development
CQI benefits for TARGET POPULATION

- Helps ensure program stays relevant
- Meets needs more effectively and efficiently
- Helps uncover barriers to achieving outcomes
- Helps ensure your program remains in place!
Getting started with CQI: What needs to be in place?

• Support from leadership and staff

• Infrastructure to support
  • Meeting space
  • Access to data
  • Time to meet
  • Access to decision-makers
Conducting CQI: Need processes for...

1. Gathering information about the program
2. Ensuring staff meet for CQI
3. Asking the right questions systematically
1. Gathering information: Sources include
   - Workplans
   - Logic models
   - Notes from interactions with target population
   - Participant feedback forms
   - Pre/post tests
   - Focus group results
   - Minutes from staff meetings
1. Gathering information effectively:
   - Establish a plan!
     - Who is responsible?
     - To whom is it submitted?
     - What are the due dates?
Then what?

- Review and synthesize
  - Look for patterns
  - Identify trouble spots
  - Compare data with performance measures – on target?
2. Ensuring staff meet to conduct CQI
   - Need to add CQI-only meetings?
   - Need meetings at key times in program cycle:
     - Semi-monthly at beginning
     - Monthly during implementation
     - Within one week of events / workshops
2. Ensuring staff meet to conduct CQI

- Who needs to be involved?
  - Staff who implement program
  - Staff from partner organizations
  - Administrative support staff
  - Program evaluators
  - Supervisors
CQI: Processes needed

3. Asking the right questions systematically

- Are we on target for meeting performance measures?
- What has gone well? What factors have contributed to successes?
- Challenges to implementation?
- What needs to be improved? Why?
- What should be done to address challenges?
3. Asking the right questions systematically

- Regarding the information you are collecting...
  - Need for additional information?
  - Any information no longer needed?
  - Need for improvement in data collection tools?
  - Do we need more time and/or funding to collect this information?
3. Asking the right questions systematically

- Next steps
  - Who will make changes? By when?
  - How will we know changes are successful?
    - What data will we gather? From whom?
  - When should we next review changes?
POLL:
Are you already implementing CQI?
BUILDING SUPPORT FOR CQI: HOW?

- Educate staff / managers
  - Review benefits
  - Present a draft plan
  - Address concerns
    - Not used to measure staff performance
TALKING POINTS FOR STAFF:

- Helps us ‘work smarter, not harder’
- Keeps program current
- Helps us put data we collect to good use
- Helps with report-writing – improves chances for future funding
- Keeps us sustainable!
CASE STUDY
How CQI looks in practice:
Sally Swanson,
Adolescent Pregnancy Prevention Campaign of North Carolina
Questions for participants

- What challenges would you foresee to conducting CQI at your organization?
- What supports do you feel you would need to conduct CQI at your organization?
- Questions / comments for Sally?
Define and describe the benefits of using CQI in monitoring program implementation,

Identify the processes that need to be used to conduct CQI, and

List at least 3 ways to conduct CQI for program monitoring.
QUESTIONS?
COMMENTS?
Thank you!

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